

Authenticity to Action Conference abstract (2)

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Presenters: Jean Bailey-Dering, Joanne Mangnall and Pip Hardy.

Title: 'When shall we three meet again?' A three-way partnership results in a truly patient-centred educational resource

Key words: continence, digital stories, Patient Voices, inter-professional, patient-centred, partnership

Submitted for a paper or a showcase

'Partnership working' is a term that is often mentioned in healthcare but is rarely truly achieved. If we are to transform the quality of healthcare as the Department of Health says we should, then it is essential that we 'listen with our whole being' (Weil) to the stories of patients and their carers.

The process of creating a digital story is one that relies on the experience, expertise and vision of several people. Our experience of developing a collection of stories to illustrate the need to improve continence care in care homes has given us an even greater insight into this process.

This paper tells the story of the creation of one particular digital story from three different perspectives. We hear from the client/commissioner of the story; the digital 'storycatcher' and, of course, the storyteller herself. The process reveals a significant shift in the traditional balance of power as the commissioner's role becomes one of facilitation rather than direction and the patient takes centre-stage, with final editorial control over the story.

The creation of the story is thus truly collaborative and this is reflected by the inter-professional nature of the story, which has already made a significant impact on viewers from a range of contexts, including nursing students. A case study will illustrate the use of the story as a powerful educational tool.

Jean's story – and others in the collection – have a broad general appeal to anyone who is concerned with issues of dignity, respect, trust and the kind of transformation that is possible when patients are genuinely at the heart of the matter.

'Each affects the other and the other affects the next and the world is full of stories, but the stories are all one.'

Albom, 2004

We welcome questions and discussion with the audience to illuminate both their responses and the potential for creating and using this – and other stories.

References

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Biographies

Pip Hardy founded the Patient Voices programme in 2003 with the original intention of developing a resource that would carry the experiences of patients and carers into e-learning materials about clinical governance. A degree in English Literature led Pip into education, educational publishing and the development of open, distance and e-learning materials, with a sideline in counselling, until her epiphany in relation to digital storytelling and its potential for transforming health and social care. She is currently writing up a master's dissertation looking at digital storytelling in healthcare.

Joanne Mangnall is a nurse continence advisor employed by Rotherham PCT. She was seconded to the Royal College of Nursing Institute in January 2005 to lead on a Continence Care in Care Homes project. The aims of this year-long project were to develop a care home specific continence assessment tool supported by educational resources that care home staff could utilize within the care home setting. Initial plans in relation to the educational focused on the production of a short educational video, however these plans changed once the power of digital storytelling was realized. Since working on the project Joanne has returned to her clinical role and incorporated a number of the continence stories into her training sessions with very positive feedback from staff.

Jean Bailey-Dering studied English and French before a change of interest led her to study Social Sciences. She worked as a teacher in a variety of Further and Higher Education settings before developing acute and unremitting Rheumatoid Arthritis (RA) in her early

forties. She has had multiple joint replacements and other surgery. She has learned a great deal about patient advocacy and works regularly with health professionals in order to enhance patients' experience of health care provision. Jean is a regional representative of the National Rheumatoid Arthritis Society.